

## Profile

**Business leader, educator and account manager with comprehensive experience in EdTech and VP of Operations and Sales.** Skilled at managing corporate and remote field operations, training/coaching, communications and sales development in both union and non-union environments. Have led nationwide teams; managed multimillion-dollar accounts and assimilated post-acquisition operations. Excel in building and leading high-performance teams and organizations to achieve breakthrough gains in revenues and customer service. Specialist in account and customer relationship management, talent evaluation, and change management. Certified master teacher/facilitator in fields of communications and leadership. Diverse career chronicled by accelerated advancement; superior-rated performance; strong commendations for building operational systems and multi-tasking strengths; and equal success leading through periods of high growth, turnaround, and change.

---

## Areas of Expertise

- Leadership/Team & Relationship Building
  - Facilitation/Training/Coaching/Mentoring
  - Strategic Planning & Analysis
  - Customer Relationship Management
  - Operations & Systems Development
  - Instruction & Curriculum Design
  - Project Management
  - Multi-Site & Remote Supervision
  - Event/Conference Coordination
  - P&L Management/Budget Development
  - New Business Development
  - Policy/Procedure Development
- 

## Career Progression

DISCOVERY EDUCATION – Silver Spring, MD

2017-2019

### Professional Development & Learning Account Manager

Multimillion-dollar SaaS EdTech account management, customer success and professional learning implementation of standards-based Science, Math, Social Studies and STEM digital curriculum and multimedia content in K-12 schools nationwide.

- **Exceeded partner expectations through the development of a consultative approach to customer relationship management by starting with the end goal in mind**, while developing innovative and engaging professional development implementation plans.
- **Project managed all aspects of multi-year professional development accounts**, including the work allocation of internal teams, event logistics, digital curriculum progression and long-term planning.
- **Successfully onboarded new partners, developed growth strategies and monitored progress of account health**, with a goal of exceeding benchmarks, transforming teaching and learning, while focusing on profitability and renewals.
- **Built strategic systems for collecting and reporting data for internal and external stakeholders** to improve operational efficiencies and measure the impact of implementation.
- **Entrusted with the management of high-profile corporate education accounts**, along with stepping in to stabilize troubled accounts requiring remote supervision while re-building trust with external stakeholders.
- **Collaborated with colleagues across multiple company divisions** to leverage and refine best practices in K-12 professional development implementation and business retention.

---

ENVISION EXPERIENCE - Washington D.C.

2013-2017, 2019

### Education & Program Coordinator/Lead

- **Supervised all on-site aspects of large-scale experiential education, college & career exploration conferences**, including training, pre-planning, curriculum design, contracts, staffing, budgeting, hotel/vendor relationships, guest speakers, and AV.

### Education Consultant

- **Designed instructional and curricular elements for experiential, career-focused conferences** as a part of the company's Education Council.

### Faculty Advisor – Conference Facilitator

- **Implemented an experiential education curriculum** focused on career paths, personal leadership, government, national security, filmmaking, journalism, networking, and community service.
  - **Facilitated simulations, seminars, site visits, and speaking engagements** to thousands of young adults from around the world traveling to Washington D.C. and New York City.
-

---

 PEARSON EDUCATION – Austin, TX

2013-2017

**Assessment & Instruction Supervisor**

- **Managed employees locally and nationwide in an analytics-based call center environment** where training, motivation and quality control was required to meet performance standards.
- **Provided feedback to clients regarding effectiveness of writing prompts** based on performance of student responses on state assessments for grades 6-11.

---

 LEANDER INDEPENDENT SCHOOL DISTRICT – Leander, TX

2006-2013

**Teacher** (Austin, TX)

Certified educator in Communications, Leadership, Public Speaking, and Debate. Lead sponsor for Student Council, Debate Team, Drug/Alcohol Prevention Club, and Academic teams.

- **Founded campus drug/alcohol prevention organization and produced *Shattered Dreams* (2008, 2010, 2012), a two-day campus-wide drinking & driving prevention program**, complete with the production of a feature film and school-wide assemblies. Coordinated with parents, local police, fire, TABC, Star Flight helicopter, and EMS.
- **Created groundbreaking teen counseling curriculum and multi-day retreat program** Subsequently assisted in introducing the program at an additional district high school.
- **Spearheaded special events district-wide**, including Homecoming week, pep rallies, freshman orientations, and the district's annual Student Leadership Conference.
- **As Student Council sponsor, earned the school's first *No Place for Hate* designation** in collaboration with the Austin chapter of the Anti-Defamation League.
- **Awarded the Leander Excellence in Education Award 2011**

---

 LANDMARK THEATRES – Los Angeles, CA

1992-2005

**Vice President – Operations** (Los Angeles, CA) 2002-2005

Supervised all corporate and national field operations including responsibility for the profitable management of 70 theatres nationwide and all field personnel (1,400 staff). Managed corporate departments of Concession/Retail Sales, Training/Development, Auditing Quality Control, Loss Prevention, and Engineering. Held high ten-figure P&L/budget accountability and directed all communications, purchasing, pricing, and negotiation/approval of all theatre-level contracts.

- **Designed and implemented series of operational, training, facility management and service improvements** (e.g., comprehensive policy/procedure manuals for managers, cost-control mechanisms, and safety/service enhancements).
- **Launched strategic business initiative to propel company's profitable expansion into the first-of-its kind digital cinema transition.**
- **Amassed considerable experience in HR.** Created company's first sexual harassment policy/training; assumed role as interim HR director during position's vacancy.

**Vice President – Concession & Retail Sales** (Los Angeles, CA) 2001-2002

Managed all sales for theatres nationwide. Developed national distribution networks and new client business along with company budgets for individual theatre sales revenues. Communicated sales policies, goals, and initiatives to managers company-wide.

**District Manager** (San Francisco, CA), 1998 – 2001**City Manager** (Sacramento/Palo Alto/San Francisco, CA), 1994 – 1998**General Manager** (Los Angeles, CA), 1992 – 1994

---

**Education & Certifications**

SYRACUSE UNIVERSITY – Syracuse, NY

**BS in Speech Communication**, Minor in Political Science, 1991

REGION XIII Educator Certification Program – Austin, TX, 2006

**Texas Educator Certification** valid through 2025

Teen Leadership Educator Certification

Certified Peer Program Educator (CPPE)

United State Soccer Federation Certified Referee

Fluent with MacOS, MS Office and Salesforce